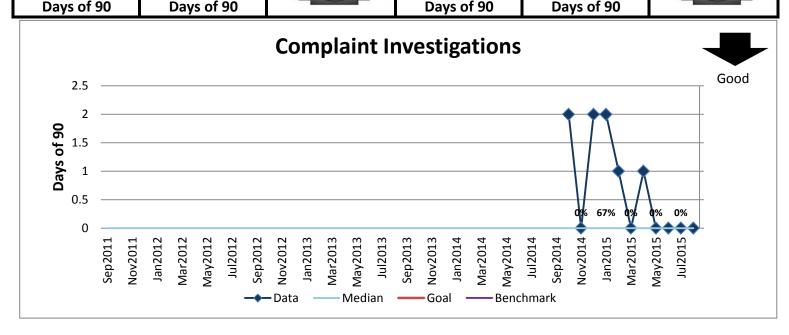
Complaint Investigations Human Resources



KPI Owner: Kate Dunn			Process: Departmental Productivity		
Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: TBD		Data Source: Complaint Table; Netclaims	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal		
Goal: TBD		Goal Source: Human Resources Profession Best Practice to investigate complaints in a timely manner	Measurement Method: Time between receipt of complaint to closure of complaint - count of complaints greater than 90 days Why Measure: Maintain integrity of complaint investigation process		
Benchmark: 180 Days		Benchmark Source: EEOC	Next Improvement Step: Continue to measure and identify causal factors for going over 90 days		
		How Are \	We Doing?		
Sep2014-Aug2015 12 Month Goal	Sep2014-Aug2015 12 Month Actual		Aug2015 Goal	Aug2015 Actual	
TBD	8		TBD	0	JOE
Days of 00	Days of 00		Days of 00	Days of 00	



Report Generated: 09/25/2015 Data Expires: 09/29/2015